Adobe Doesn't Open When Trying to View a Document

1. When you use Internet Explorer 6 in combination with Adobe Acrobat there is a possibility the PDF document may not open. If you experience a blank screen with the "Done" message at the bottom of the screen after clicking on the document number to view a document try one of the suggestions below. The link between the two programs may be broken

**If you want Adobe Acrobat to open separately when viewing a PDF,**
Open Adobe Acrobat, select Edit, Preferences, General.
On the left pane, select Options, and uncheck the box called "Display PDF in Browser".

If you have IE 6 open when doing this, you'll need to close and restart it for this change to take effect. After making these changes, you may be presented with a dialog box asking if you want to save the document or open it. Select Open. If you uncheck the box entitled "Always ask before opening this type of file" that screen wont pop up each time you open a PDF.

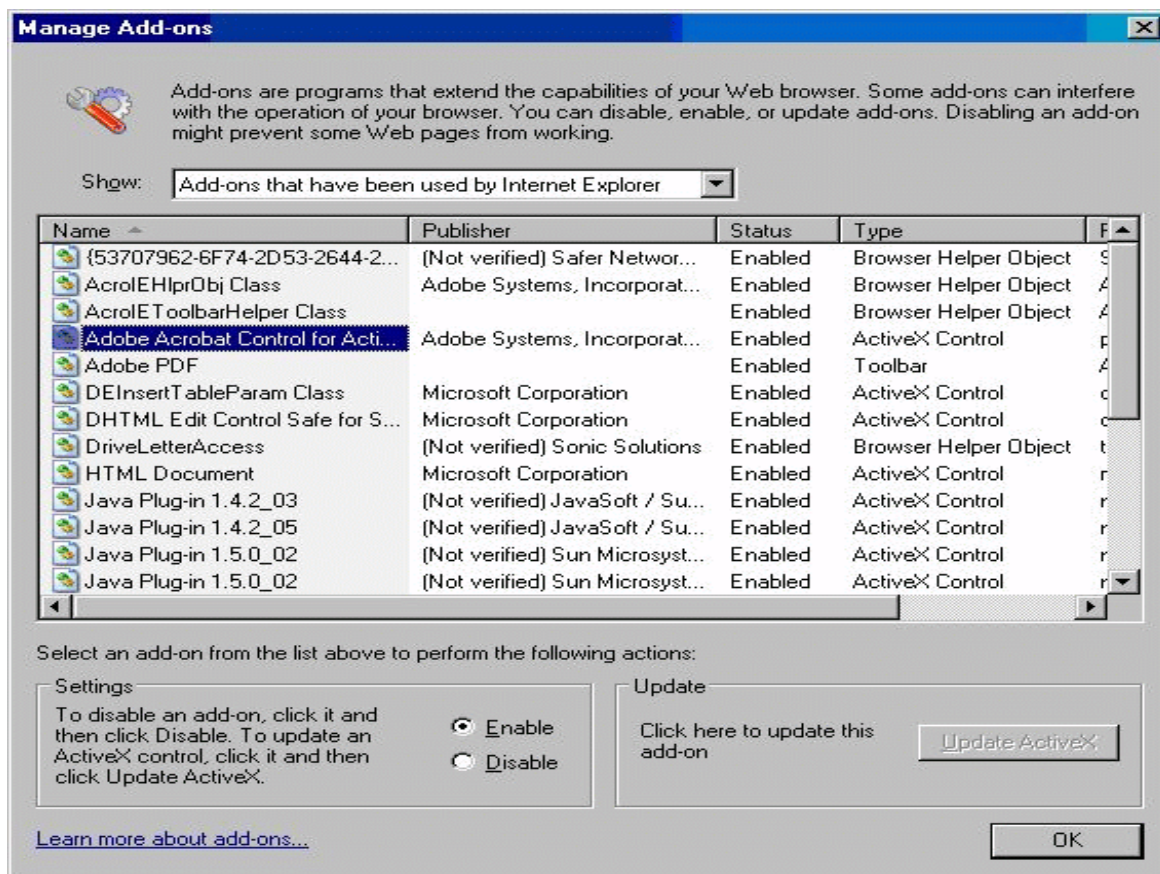**If you want the PDF to open within the browser, which is the most common, follow these steps:**

Start Internet Explorer. On the top menu select Tools, Internet Options. You should see the following
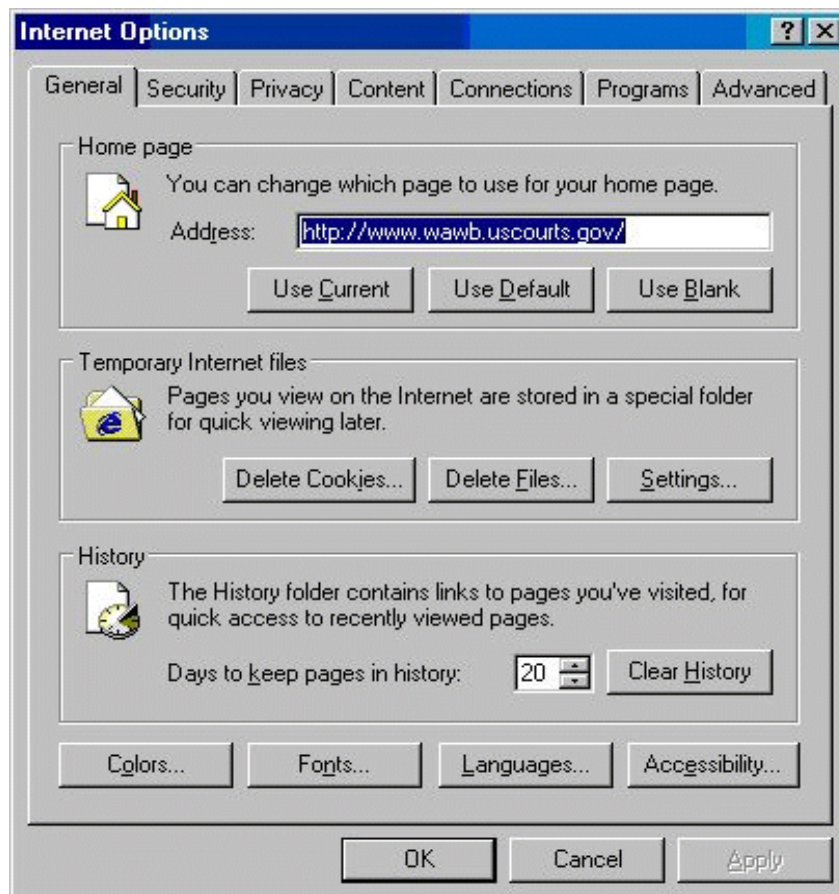
Select Programs
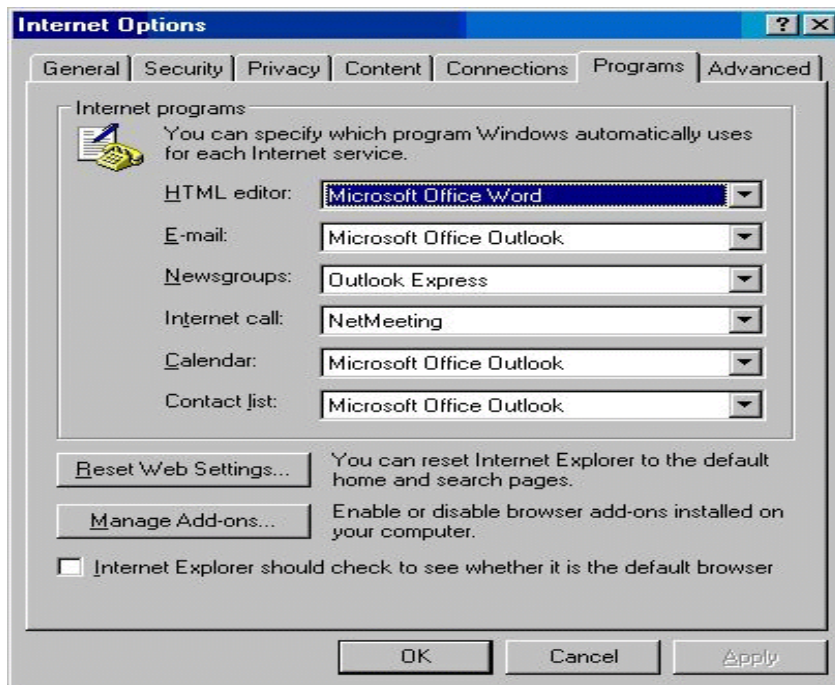
Select Manage Add-Ons

Select Adobe Acrobat Control for … .
Make sure it is the one that says "ActiveX Control" in the Type column.
Next select Disable, click OK to the warning you receive. Next select Enable, click OK to the warning you receive.
Then click OK on the Manage Add-ons screen you see above. You will be back at the Internet Options window. Click on the tab marked General on the far left. Click on Delete Files to remove cached web pages. After this finishes- the hour glass will stop and your cursor will return- click OK. You must now close and restart Internet Explorer and you will be able to see PDF's in CM/ECF again. Be sure you close all IE browsers if you have more than one open.